



6/17/04

44 GP-2857  
PATENTS  
108041-0012

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

**RECEIVED**

JUN 25 2004

TECH CENTER 2800

In Re The Application of: )  
Francesco Natalini et al. )  
Serial No.: 09/761,950 )  
Filed: January 17, 2001 )  
For: SYSTEM FOR MONITORING )  
AND SERVICING APPLI- )  
ANCES )  
Cesari and McKenna, LLP  
88 Black Falcon Avenue  
Boston, MA 02210  
June 16, 2004

“Express Mail” Mailing-Label Number: EV335590133US

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT**

In response to the Office action dated December 18, 2003, please enter the following amendments: